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October 12, 2007

TO: Each Supervisor

FROM: Bruce A. Chernof, M.D.  
Director and Chief Medical Officer

SUBJECT: **STATUS OF THE IMPLEMENTATION OF THE  
CONTINGENCY SERVICES PLAN AT MARTIN LUTHER  
KING, JR. – HARBOR HOSPITAL**

This is to provide your Board with the weekly report on the status of the Martin Luther King, Jr. - Multi-Service Ambulatory Care Center (MLK MACC), the impact of the closure of MLK-Harbor Hospital, and the progress of the plan to reopen MLK Hospital.

**MLK MACC Service Indicators**

**Urgent Care**

There were 440 total (adult and pediatric) urgent care visits in the week ending October 6, 2007 (Attachment I). This is a 10% decrease from the prior week when 488 visits were provided.

There were 36 patients transferred out of the urgent care center to hospitals during the week ending October 6, 2007, compared to 50 patients the prior week. One of these transfers was initiated through a call to 9-1-1.

**Outpatient Primary and Specialty Care Visits**

The number of outpatient primary and specialty care visits has generally been level but did experience a decrease during the week ending October 6, 2007 (Attachment I). The number of outpatient primary and specialty care visits for the week ending October 6, 2007, was 1,930. This is an 8% decrease from the prior week when 2,102 visits were provided.

The Department will continue to monitor urgent, primary, and specialty care visits and will report on any trends.

**Patient Transportation for Scheduled Appointments**

Patient transportation services are available between the MLK MACC, Harbor-UCLA Medical Center, Hubert H. Humphrey Comprehensive Health Center, and Dollarhide Health Center. Patients can arrange for door-to-door transportation from home for scheduled appointments. Transportation services are provided Monday through Friday, 7:00 a.m. to 5:00 p.m.

In September 2007, MLK provided transportation to 362 patients and companions. This compares to 470 patients and companions who were provided transportation in August 2007 and reflects a 23% decrease.

### **Impacted Hospitals – Emergency Department Volume and 9-1-1 Transports**

As reported previously, the Emergency Medical Services (EMS) Agency in collaboration with EMS field providers and surrounding hospitals, redrew the current ambulance services area to redirect 9-1-1 ambulances in an effective manner while limiting disruption to the EMS system to the greatest degree possible. Nine private hospitals were designated as “impacted” hospitals and were offered an agreement including reimbursement for uninsured 9-1-1 patients from the MLK geographical area and priority for transfers into the County and MetroCare contract facilities.

The EMS Agency continues to closely monitor redirected ambulance traffic. The average daily number of patients registered in the emergency departments of the impacted hospitals and the average daily number of 9-1-1 transports has generally remained level since the closure of MLK-Harbor Hospital. All impacted hospitals continue to report a sustained increase in ambulance traffic and the hospitals are generally reporting that their inpatient beds are busier than usual for this time of year.

#### **Emergency Department Volume**

The nine impacted private hospitals have a total of 273 emergency department treatment stations. During the week ending October 6, 2007 a daily average of 1,185 patients registered in the emergency departments of the eight hospitals that provided data (Attachment II). This reflects a 1% increase from the daily average of 1,168 patients during the prior week. Harbor-UCLA Medical Center registered a daily average of 203 emergency department patients during the week ending October 6, compared to 209 the prior week. LAC+USC Medical Center registered a daily average of 413 patients during the week ending October 6, compared to 368 the prior week. This data is self-reported by the hospitals.

#### **9-1-1 Transports**

During the week ending October 6, 2007, there was a daily average of 237 9-1-1 transports to the eight impacted private hospitals that provided data (Attachment II). This reflects an increase of less than 1% from the daily average of 235 9-1-1 transports during the prior week. Harbor-UCLA Medical Center had a daily average of 11 9-1-1 transports compared to 13 the prior week and LAC+USC Medical Center had a daily average of 54 9-1-1 transports compared to 48 the prior week. This data is also self-reported by the hospitals.

On October 11, 2007, Downey Regional Medical Center, St. Francis Medical Center, and Memorial Hospital of Gardena experienced patient surges. The EMS Agency is working with these hospitals to further analyze these surges and to review the ambulance service areas.

#### **State Funding Options**

DHS staff arranged meetings with the California Medical Assistance Commission, the Hospital Association of Southern California and representatives of the impacted hospitals to emphasize the need to consider funding needs for Medi-Cal patients seen in their emergency departments.

The Governor signed SB 474, which contains the South Los Angeles Preservation Fund for up to three years.

## **Campaign to Inform the Community of Service Changes**

### **2-1-1 Call Volume**

In September 2007 there were 282 calls to 2-1-1 related to MLK. This compares to 308 calls in August 2007 and reflects a decrease of 9%. Callers to 2-1-1 have the option of receiving recorded information on MLK, speaking to a call center operator, or being transferred directly to the MLK MACC.

### **Beilenson Notices**

Notices for the public hearing (Beilenson) on the elimination of inpatient and emergency room services at MLK-Harbor Hospital were posted on October 10, 2007. The public hearing will be held on Tuesday, October 30, 2007, at 12:00 noon, in the Board of Supervisors hearing room. The hearing will provide members of the public with the opportunity to be heard regarding the impact of the closures. The hearing notices were posted at DHS hospitals, comprehensive health centers, health centers, and other locations where DHS directly oversees the provision of services such as juvenile camps and halls, and at Department of Public Health health centers and program offices.

## **Employee Mitigation and Transfer**

An update on employee mitigation and transfer status will be verbally provided during the October 16, 2007 Board meeting.

## **Progress to Re-open MLK-Harbor Hospital**

The public meeting to review the process and timeline for identifying potential operators for MLK and to solicit community input was held on October 10, 2007, at the Hudson Auditorium at MLK.

Staff from DHS and Hammes provided information on the services currently available at the MLK MAAC, including urgent care and outpatient services, and discussed the timeline and process that will be used to identify potential hospital operators. After these brief presentations there was a lengthy question and answer period. The primary focus of most questions was the importance to the community of reopening the hospital and emergency department. There were approximately 200 attendees including community members, representatives of Board offices, representatives from the offices of local and federal elected officials, and the media. Input from this meeting will be used to during the next steps of the selection process.

## **Conclusion**

I will continue to update you on the status of the MLK contingency services plan on a weekly basis. If you have any questions or need additional information, please let me know.

BAC:cb  
708:004

## **Attachments**

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors

Los Angeles County Department of Health Services  
**MARTIN LUTHER KING, JR. - MULTI-SERVICE AMBULATORY CARE CENTER**  
 Urgent Care, Primary and Specialty Care Visits

Week Ending October 6, 2007<sup>1</sup>

Visit Type	8/11/2007	8/18/2007	8/25/2007	9/1/2007	9/8/2007	9/15/2007	9/22/2007	9/29/2007	10/6/2007	Trend Indicator <sup>2</sup>
Urgent Care <sup>3</sup>	296	246	355	342	343	433	454	488	440	→
Primary and Specialty Care	1,867	2,050	2,036	2,017	1,535*	2,050	1,971	2,102	1,930	↓

<sup>1</sup> Weekly statistics reflect activities beginning on Sunday 12:00 midnight and ending on Saturday 11:59 pm.

<sup>2</sup> Trend Indicator is calculated by comparing current week to average of previous four weeks (unless otherwise adjusted): Up arrow indicates an increase of 5% or greater, down arrow indicates a decrease of 5% or greater.

<sup>3</sup> Urgent care visits include pediatric and adult urgent care visits.

\* Number of visits is lower due to holiday on 9/3/07. This number is not included in the calculation of the trend indicator.

Los Angeles County Department of Health Services  
**SELF-REPORTED POLL OF HOSPITALS IMPACTED BY CLOSURE OF MLK-HARBOR HOSPITAL**

Hospital	Week of 8/19/07 8/26/07	Week of 8/26/07 9/1/07	Week of 9/1/07 9/15/07	Week of 9/15/07 9/22/07	Week of 9/22/07 9/29/07	Week of 9/29/07 10/6/07	Trend Indicator
California Hospital Medical Center: 26 Emergency Department Treatment Stations # of Patients Registered in the Emergency Department # of 9-1-1 Transports	172 57	172 55	177 61	163 54	168 53	169 55	→
Centennial Freeman Regional Medical Center: 36 Emergency Department Treatment Stations # of Patients Registered in the Emergency Department # of 9-1-1 Transports	168 54	165 55	169 59	169 57	172 60	167 58	→
Downey Regional Medical Center: 22 Emergency Department Treatment Stations # of Patients Registered in the Emergency Department # of 9-1-1 Transports	140 25	138 27	136 21	134 24	135 24	130 23	→
Kaiser Foundation - Bellflower: 45 Emergency Department Treatment Stations # of Patients Registered in the Emergency Department # of 9-1-1 Transports	228 26	233 25	249 27	209 32	234 23	259 22	↑
Lakewood Regional Medical Center: 14 Emergency Department Treatment Stations # of Patients Registered in the Emergency Department # of 9-1-1 Transports	94 15	94 16	97 18	95 13	95 14	91 15	→
Long Beach Memorial Medical Center: 53 Emergency Department Treatment Stations # of Patients Registered in the Emergency Department # of 9-1-1 Transports	233 *	227 *	* *	* *	* *	* *	*
Memorial Hospital of Gardena: 10 Emergency Department Treatment Stations # of Patients Registered in the Emergency Department # of 9-1-1 Transports	83 15	75 16	65 16	82 15	81 13	88 16	↑
St. Francis Medical Center: 39 Emergency Department Treatment Stations # of Patients Registered in the Emergency Department # of 9-1-1 Transports	179 35	170 33	191 39	174 34	163 34	171 33	→
White Memorial Medical Center: 28 Emergency Department Treatment Stations # of Patients Registered in the Emergency Department # of 9-1-1 Transports	114 12	114 14	120 18	114 16	109 13	111 15	→
<b>TOTAL**</b> # of Patients Registered in the Emergency Department # of 9-1-1 Transports	1,178 239	1,162 241	1,224 259	1,140 247	1,126 233	1,185 237	→
Harbor/UCLA Medical Center: 55 Emergency Department Treatment Stations # of Patients Registered in the Emergency Department # of 9-1-1 Transports	213 9	207 11	210 13	216 11	207 11	203 11	→
LAC+USC Medical Center: 72 Emergency Department Treatment Stations # of Patients Registered in the Emergency Department # of 9-1-1 Transports	432 46	419 45	405 54	420 50	417 48	413 54	→

\* Not reported/available

These numbers have been updated based on revised information.

† Trend Indicator is calculated by comparing current week to average of previous four weeks (unless otherwise adjusted): Up arrow indicates an increase of 5% or greater, down arrow indicates a decrease of 5% or greater. Trend Indicator is reported for 8 hospitals where data is available.

\*\*Due to hospitals not reporting data, the trend indicator for "Total" is calculated using 8 hospitals and excludes Long Beach Memorial Medical Center.